

Rockford Fire Department

PRESENTED BY:
Derek Bergsten-Fire Chief

- **Maintain and improve health and safety throughout the organization**
- **Enhance career related training and development throughout all department levels**
- **Continually improve and enhance delivery of service to the citizens**
- **Recruit and retain a diverse and effective workforce**
- **Foster community outreach and agency partnerships**

Rockford Fire Department
Key Strategic Initiatives
2015

Rockford Fire Department

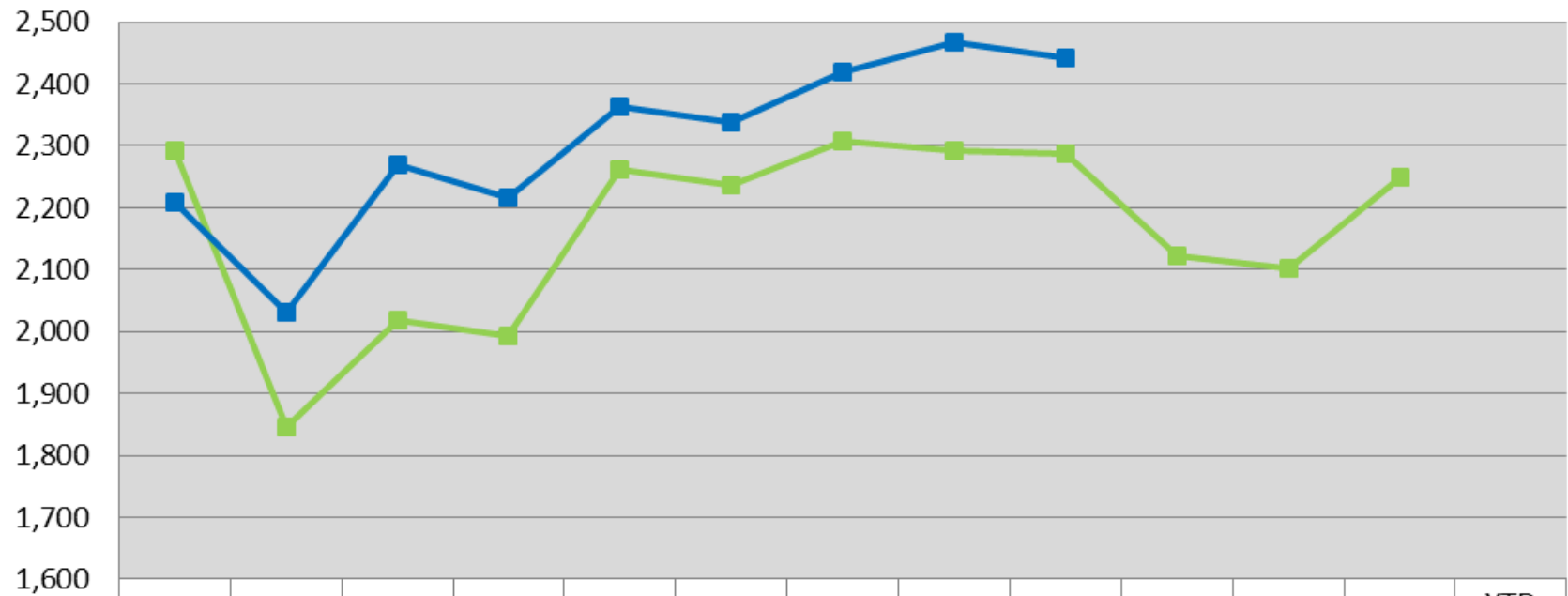
Dashboard

↑ 6.24%

Div	Measure	2014 YTD Benchmark	2015 YTD Actual
Operations	Total Incidents	19,536	20,755
	EMS & Search and Rescue Incidents	15,491	16,603
	Total Fires	475	522
	Structure Fire Incidents (Residential)	154	169
	Structure Fire Incidents (Commercial)	33	30
	Vehicle Fire Incidents	81	104
	Outside Fire Incidents	80	112
	Open Burning Incidents	127	107
	Hazardous Condition Incidents	378	398
	Service/Good Intent Call Incidents	1,751	2,001
	False Alarm & False Call Incidents	1,391	1,117
	Other Incident Types	50	114
FPB	Inspections	4,704	4,563
	Arsons	57	37
	Public Education Activities (# of Persons)	17,722	17,778
911	911 Calls	87,311	105,131

Rockford Fire Department

Total Incidents YTD by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
2014	2,293	1,846	2,019	1,993	2,262	2,237	2,308	2,292	2,286	2,123	2,101	2,250	19,536
2015	2,209	2,032	2,270	2,215	2,363	2,338	2,418	2,468	2,442				20,755
% Change	-3.66%	10.08%	12.43%	11.14%	4.47%	4.51%	4.77%	7.68%	6.82%				6.24%

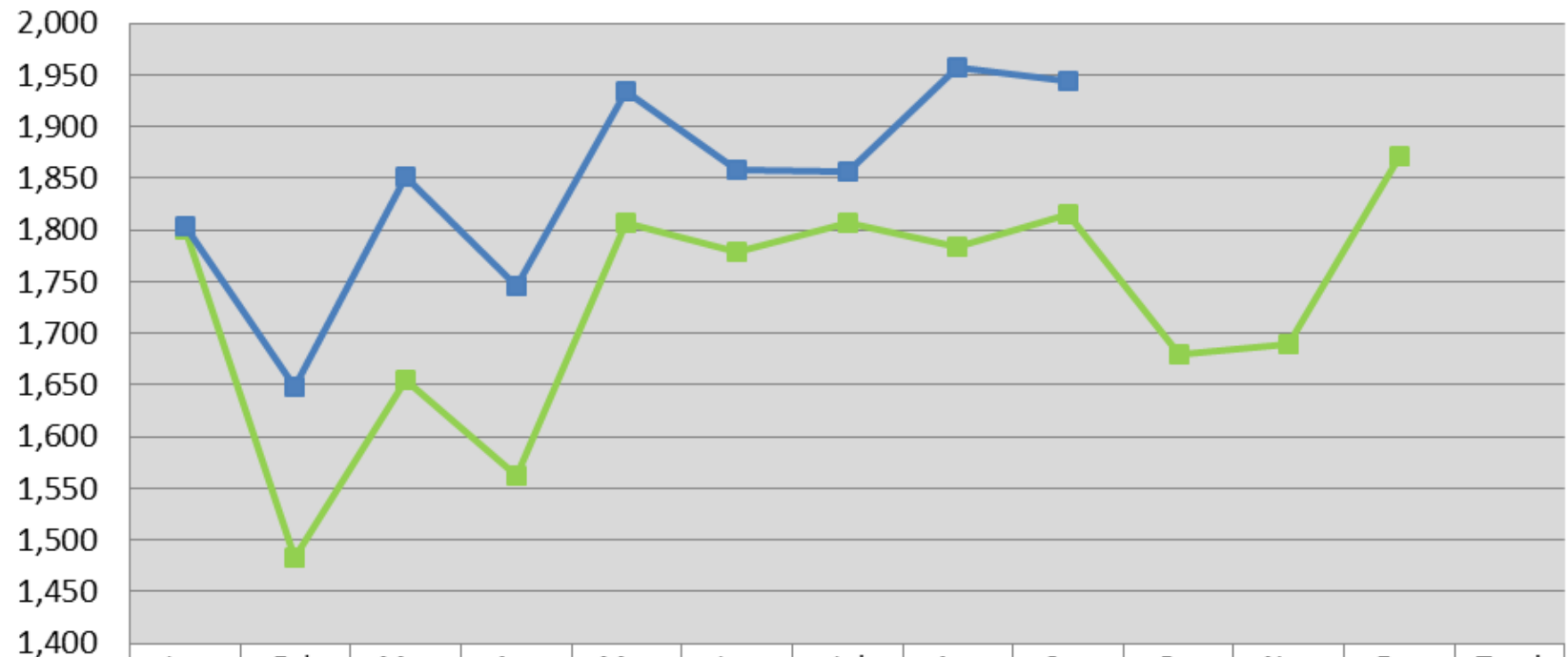
Rockford Fire Department

Total Incidents YTD by Type

Incident Type	2014	2015	% Change	Diff	
Fire	475	522	9.89%	47	↑
EMS & Search and Rescue	15,491	16,603	7.18%	1,112	↑
Hazardous Condition	378	398	5.29%	20	↑
Service/Good Intent Call	1,751	2,001	14.28%	250	↑
False Alarm & False Call	1,391	1,117	-19.70%	-274	↓
Other Incident Type	50	114	128.00%	64	↑
Total	19,536	20,755	6.24%	1,219	↑
Avg per Day	71.56	76.03	6.24%	4.47	↑

Rockford Fire Department

Total EMS and Search & Rescue Incidents YTD by Month



2014	1,800	1,483	1,654	1,562	1,807	1,779	1,807	1,783	1,816	1,680	1,689	1,872	15,491
2015	1,804	1,649	1,851	1,745	1,935	1,859	1,857	1,958	1,945				16,603
% Change	0.22%	11.19%	11.91%	11.72%	7.08%	4.50%	2.77%	9.81%	7.10%				7.18%

Rockford Fire Department

Total EMS and Search & Rescue Incidents YTD by Type

Type	2014 YTD	2015 YTD	% Change	Diff
General	14,610	15,611	6.85%	1,001
MVA	791	883	11.63%	92
Rescue	90	109	21.11%	19
Total	15,491	16,603	7.18%	1,112
Avg per Day	56.74	60.82	7.18%	4.07



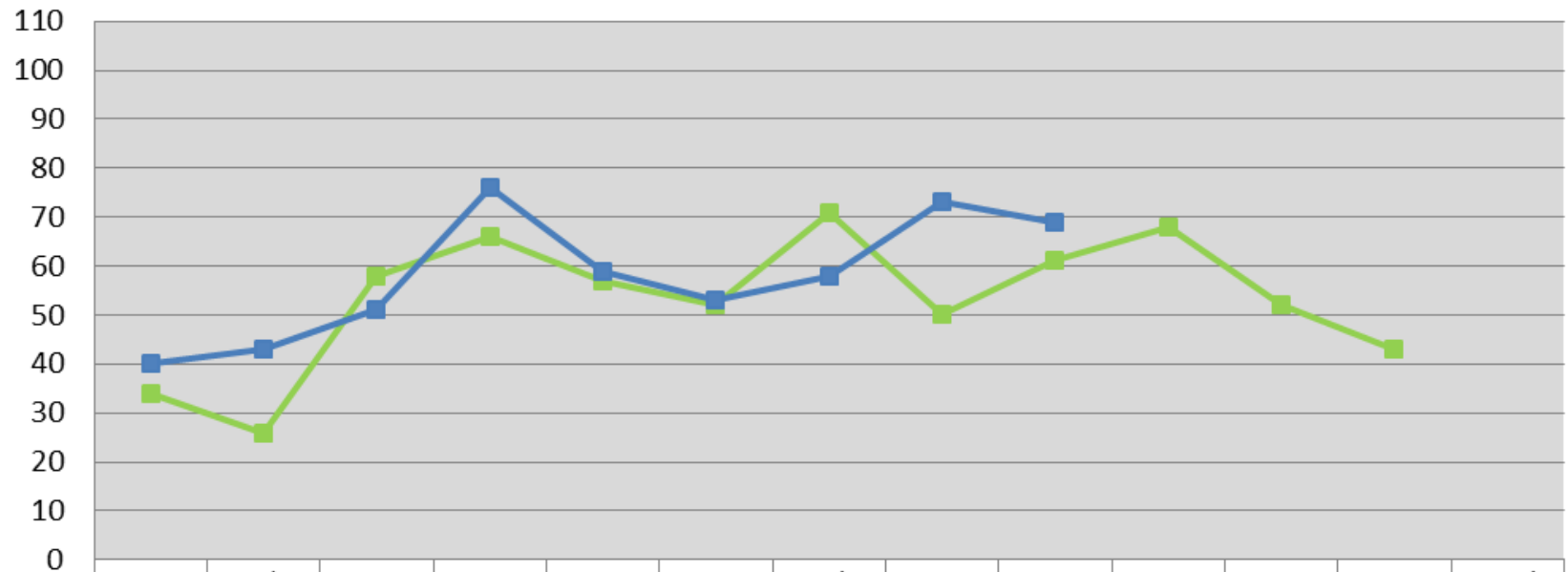
Rockford Fire Department

Total Patients YTD by Impression Type

Provider Impression	2014 YTD	2015 YTD	% Change	Diff
General Sickness	4,816	4,894	1.62%	78
Traumatic Injury	2,579	2,792	8.26%	213
Drugs & Alcohol	1,174	1,388	18.23%	214
Cardiac	1,203	1,161	-3.49%	-42
Respiratory	1,016	1,068	5.12%	52
Gastrointestinal	767	909	18.51%	142
Mental	532	704	32.33%	172
No Complaint	487	504	3.49%	17
Seizure	465	460	-1.08%	-5
Diabetic	332	348	4.82%	16
Syncope/Fainting	275	263	-4.36%	-12
Women/OB	209	240	14.83%	31
Stroke/CVA	140	163	16.43%	23
Hypertension	101	115	13.86%	14
Allergic Reaction	84	74	-11.90%	-10
Obvious Death	45	70	55.56%	25
Hyperthermia/Hypothermia/Shock	35	44	25.71%	9
Airway Obstruction	29	24	-17.24%	-5
Other	12	8	-33.33%	-4
Total Patient Contacts	14,301	15,229	6.49%	928

Rockford Fire Department

Total Fire Incidents YTD by Month



■ 2013	34	26	58	66	57	52	71	50	61	68	52	43	475
■ 2014	40	43	51	76	59	53	58	73	69				522
% Change	17.65%	65.38%	-12.07%	15.15%	3.51%	1.92%	-18.31%	46.00%	13.11%				9.89%

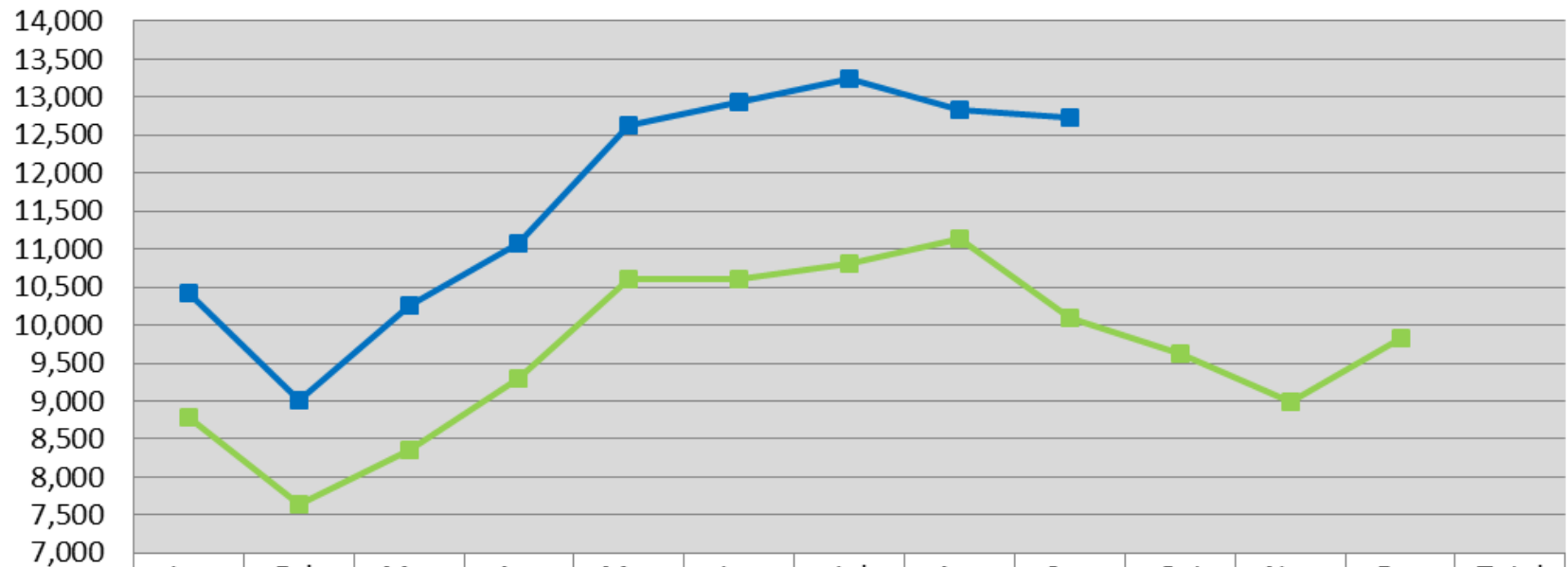
Rockford Fire Department

Total Fire Incidents YTD by Type

Fire Type	2014 YTD	2015 YTD	% Change	Diff	
Structure	187	199	6.42%	12	↑
Vehicle	81	104	28.40%	23	↑
Outside	80	112	40.00%	32	↑
Open Burning	127	107	-15.75%	-20	↓
Total	475	522	9.89%	47	↑
Avg per Day	1.74	1.91	9.89%	0.17	↑

Rockford Fire Department

Total 911 Calls YTD by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2014	8,788	7,638	8,362	9,295	10,596	10,597	10,813	11,137	10,085	9,632	8,994	9,836	87,311
2015	10,420	9,006	10,261	11,067	12,628	12,935	13,239	12,841	12,734				105,131
% Change	18.57%	17.91%	22.71%	19.06%	19.18%	22.06%	22.44%	15.30%	26.27%				20.41%

Rockford Fire Department

911 Call Answer Time YTD

911 Call Answer Time 2015 YTD		
Seconds	# of Calls	% of Total
<=10 (Compliant)	89,919	85.54%
11-15	8,284	7.88%
16-30	5,952	5.66%
31-60	923	0.88%
>60	45	0.04%
Total	105,123	

Goal = 90% of 911 calls answered in 10 seconds or less

Current = 85.54% of 911 calls answered in 10 seconds or less

Rockford Fire Department

Continually improve and enhance delivery of service to the citizens

90th Percentile Response Times

	2014 YTD	2015 YTD	CPSE Standard	
Alarm Handling	1:43	1:42	1:30	↓
Turnout Time	2:22	2:22	1:30	→
Travel Time	5:07	5:02	5:12	↓
Total Response Time	8:11	8:02	8:12	↓

Alarm Handling- 911 Call Received → Alarm Notification

Turnout Time- Alarm Notification → First Unit Enroute

Travel Time- Enroute → Arrival of First Unit on Scene

Total Response Time- 911 Call Received → Arrival of First Unit on Scene

Rockford Fire Department

Achievements

- Recruit Academy started on September 21st
- Obtained CAAS Accreditation
- Hosted ICS Forms Class
- Modified our plan for future responses to 202 West State following the recent fire
- Developed outreach plan for Fire Prevention Week (Oct 4-10)
- Installation has begun to upgrade police dispatch console in preparation for the STARComm upgrade occurring in Q1 of 2016
- 3 new Telecommunicators successfully completed training
- Annual 911 ICC Expenditure report was completed and submitted prior to the October 1, 2015 deadline – posted on ICC Website

Rockford Fire Department

Areas of Improvement

- Continue to work with WINGIS on a webpage/app for disaster damage assessment
- Preparing EOC for upcoming MABAS/ITTF funded disaster exercise on October 18th
- Preparing for upcoming Academy Expo at BMO Harris Bank Center
- Conducting training for Telecommunicators on MABAS Dispatching
- Applied for grants from Community Foundation to assist with equipment for Explorer Post
- 911 equipment end of life issues

Human Services

PRESENTED BY:

Jennifer Jaeger - Community Services Director

Community Services - Homelessness

PRESENTED BY:

Owen Carter – Community Action Coordinator

- **Housing Assistance and Coordination (This month's focus)**
- **Neighborhood Outreach**
- **Energy Assistance and Savings**
- **Job Creation and Placement**
- **Emergency Assistance**

Human Services – Community Services
Key Strategic Initiatives
2015

Community Services - Homelessness

Ending Homelessness

In January 2015 we officially began the process of Single Point of Entry or SPOE for the homeless. This means that every homeless person goes to the same place, is assessed using the same tool and entered into the HMIS. The SPOE places them at a program or in a private unit based upon score and characteristics. Combined with working by name lists for veterans and the chronically homeless, we have seen a significant decrease in homelessness. Persons are considered housed when they are in permanent housing whether that is part of a program, a voucher or a private rental.

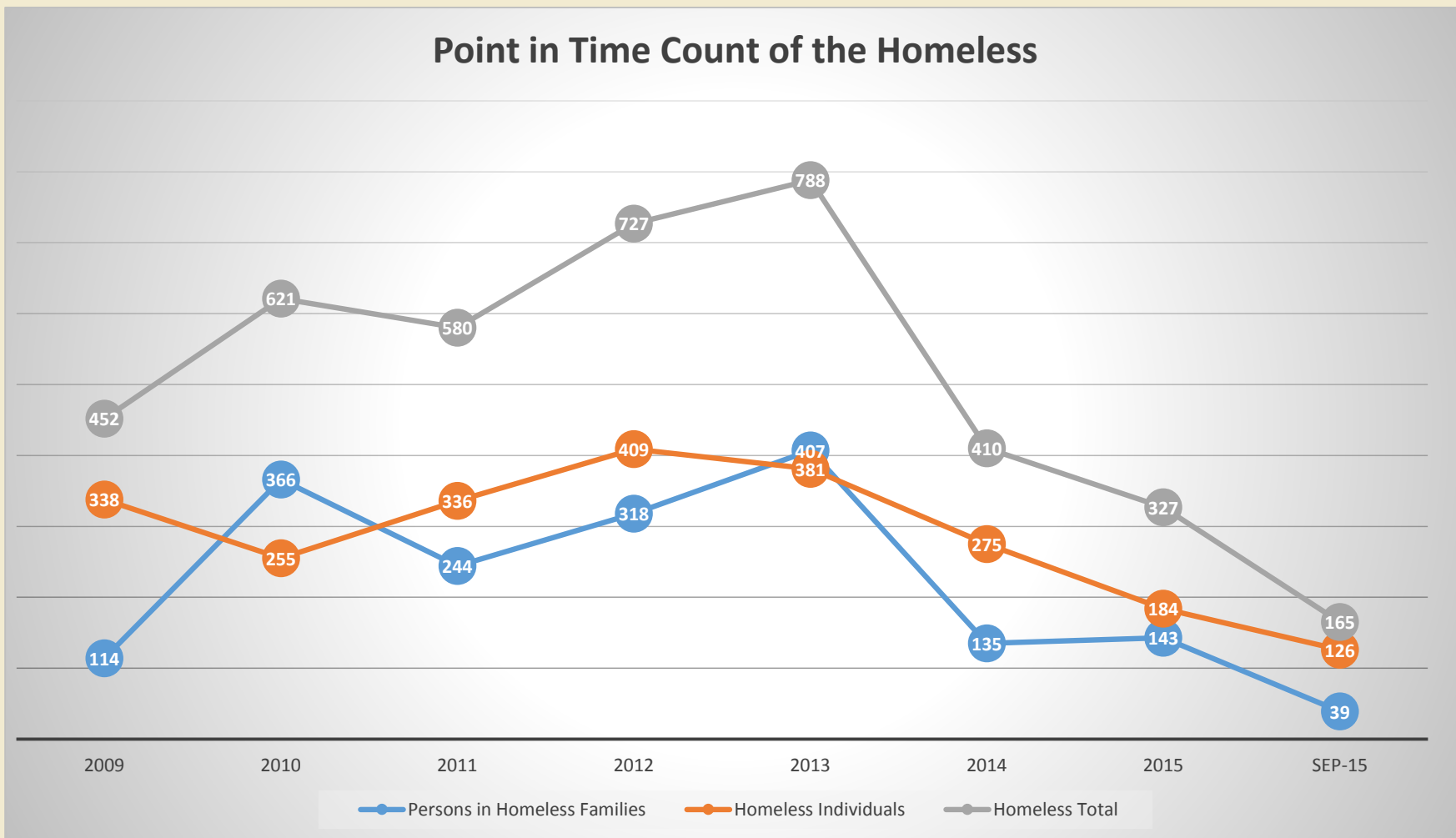
In order to make this happen our system had to change from being program centric to client centric. This means:

- New system asks, "What housing or assistance is best and quickly ends their housing crisis permanently?"
- Client-centric & system driven
- Standard forms & assessment processes used by every agency for every program
- Coordinated referral process across the CoC
- Placement done by the SPOE, not by individual agencies.

Community Services - Homelessness

The next three graphs demonstrate our progress in ending overall homelessness, Veteran homelessness and chronic homelessness.

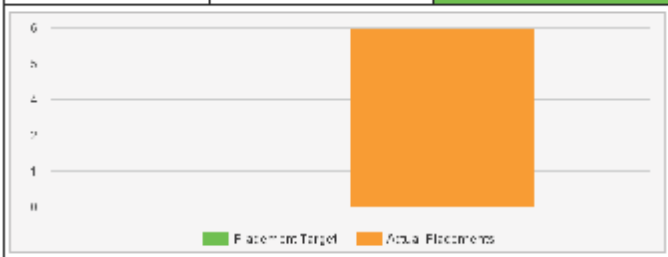
Point in Time Count of the Homeless



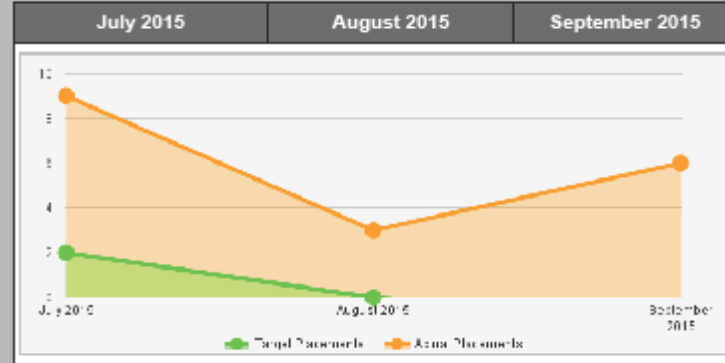
VETERAN HOMELESSNESS DASHBOARD

Reporting For: **September 2015**

Placement Target	Actual Placements	Surplus
-1	6	7

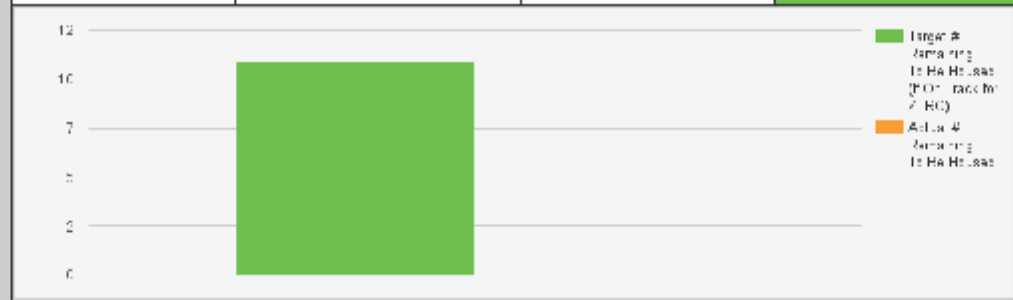


Three Month Trend



BIG PICTURE: GETTING TO ZERO

Take Down Target	Target # Remaining To Be Housed (If On Track for ZERO)	Actual # Remaining To Be Housed	Difference (+/-) Actual # Remaining vs. Target # Remaining
42	11	-1	12

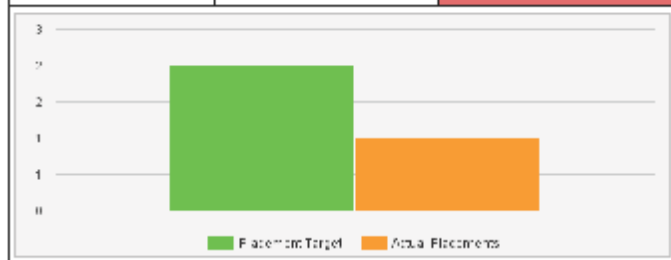


Note: HUD underestimated our total veteran homeless, our number will be adjusted to 55 which means we have 12 to house.

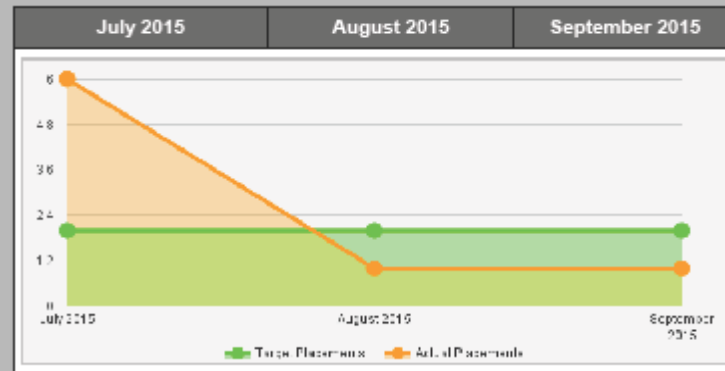
CHRONIC HOMELESSNESS DASHBOARD

Reporting For: September 2015

Placement Target	Actual Placements	Deficit
2	1	-1

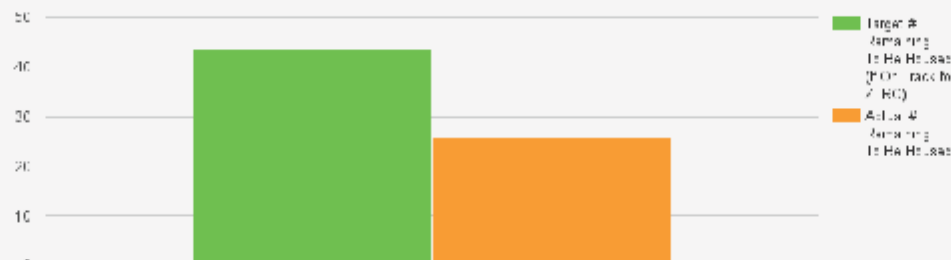


Three Month Trend [1]



BIG PICTURE: GETTING TO ZERO

Take Down Target	Target # Remaining To Be Housed (If On Track for ZERO)	Actual # Remaining To Be Housed	Difference (+/-) Actual # Remaining vs. Target # Remaining
70	44	26	18



Community Services – Homelessness

Achievements

Ahead of target for placements for both Chronic and Veteran Homelessness.

We believe we are on track to declare functional zero for veteran homelessness.

Community Services – Homelessness

Areas of Improvement

The CoC as a whole is making the transition to recognizing that permanent housing is the only answer to homelessness. To reach that goal, programs are beginning to transition their emergency and transitional housing to either permanent supportive housing or rapid rehousing, both forms of permanent housing.

We recognize that there will continue to be a need for certain types of emergency housing such as domestic violence shelters, but overall hope to reduce the need for shelters significantly over the next five years.

Head Start

PRESENTED BY:

Lisa Warren – Child Development Manager

Kris Homb – Home Base Services Manager

Joanne Lewis – Head Start Director

- **Child Development Services (This month's focus)**
- **Family Community Engagement**
- **Health and Wellness**
- **Community Collaboration**

Human Services – Head Start
Key Strategic Initiatives
2015

Head Start/Early Head Start

2014 – 2015 Demographics

760 Head Start/Early Head Start children received services

- 83 children had a diagnosed disability
- 54 children in foster care
- 46 children experienced homelessness during the program year

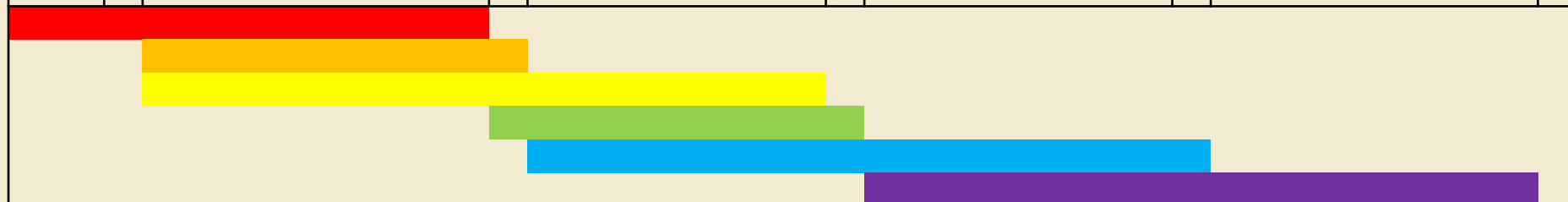
Of 699 families served

- 80% single parent families
- 50% of single parent families are unemployed
- In 18% of two parent families, both parents are unemployed
- 35% of families have less than a high school education
- 25% of enrolled families have a primary language other than English

Sample of Teaching Strategies GOLD Assessment

Objective 17 Demonstrates knowledge of print and its uses

a. Uses and appreciates books

Not Yet	1	2	3	4	5	6	7	8	9
		Shows interest in books <ul style="list-style-type: none"> Gazes at the pages of a book Brings book to adult to read 		Orients book correctly; turns pages from the front of the book to the back; recognizes familiar books by their covers <ul style="list-style-type: none"> Hands teacher book and says, "Let's read Corduroy!" 		Knows some features of a book (title, author, illustrator); connects specific books to authors <ul style="list-style-type: none"> Says, "I want to read this Dr. Seuss book today." Says, "Eric Carle wrote this book. He is the author." 		Uses various types of books for their intended purposes <ul style="list-style-type: none"> Selects the book about insects to identify the butterfly seen on the playground 	
									

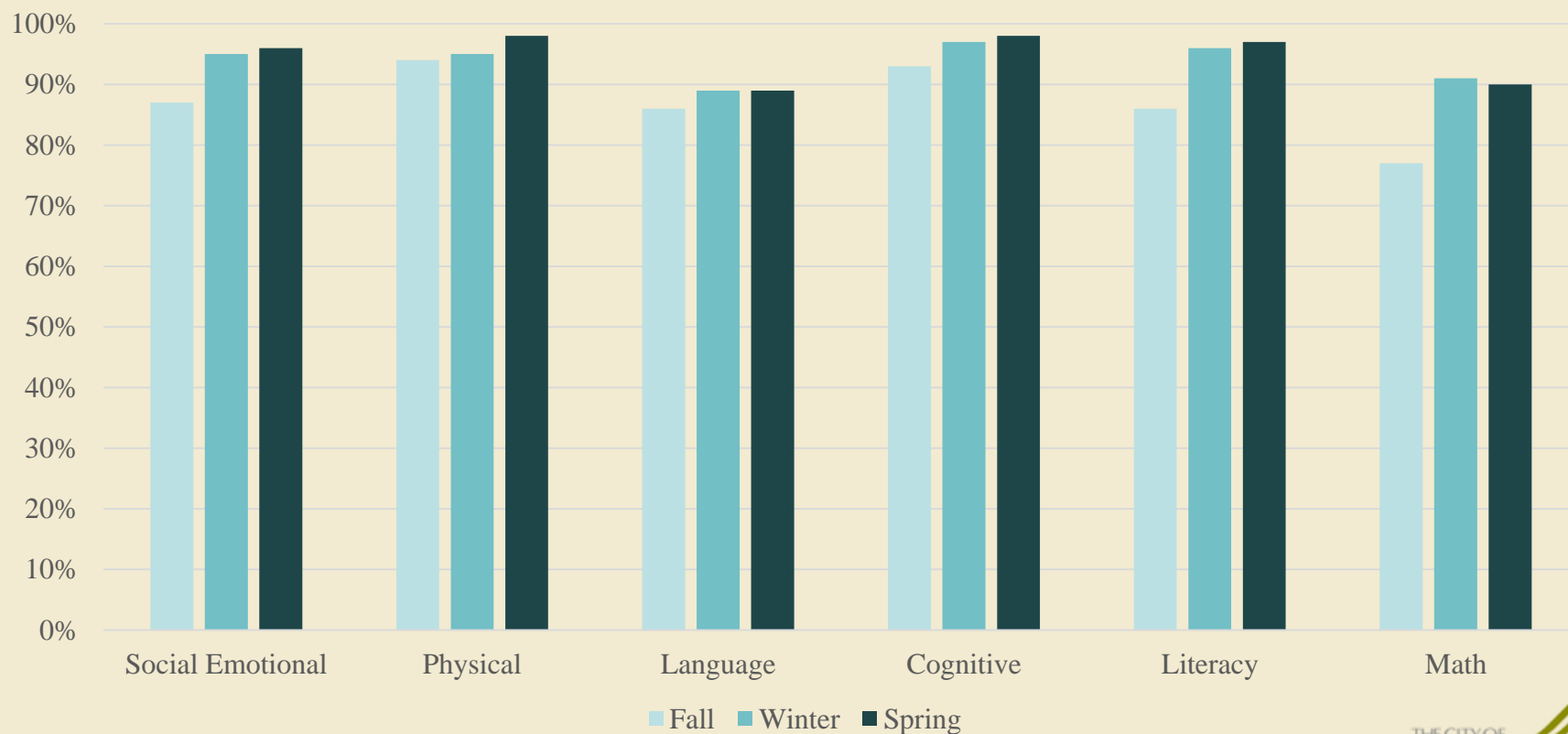
a. Forms relationships with adults

Not Yet	1	2	3	4	5	6	7	8	9
		Demonstrates a secure attachment to one or more adults <ul style="list-style-type: none"> Appears uneasy when held by a stranger but smiles broadly when mom enters room Calms when a familiar adult offers appropriate comfort Responds to teacher during caregiving routines 		Uses trusted adult as a secure base from which to explore the world <ul style="list-style-type: none"> Moves away from a trusted adult to play with a new toy but returns before venturing into a new area Looks to a trusted adult for encouragement when exploring a new material or physical space 		Manages separations without distress and engages with trusted adults <ul style="list-style-type: none"> Waves good bye to mom and joins speech therapist in a board game Accepts teacher's explanation of why she is leaving the room and continues playing 		Engages with trusted adults as resources and to share mutual interests <ul style="list-style-type: none"> Talks with teacher everyday about their pets Brings in photos of home garden to share with teacher who also has a garden 	

Early Head Start Child Outcomes

Ages Birth – 3

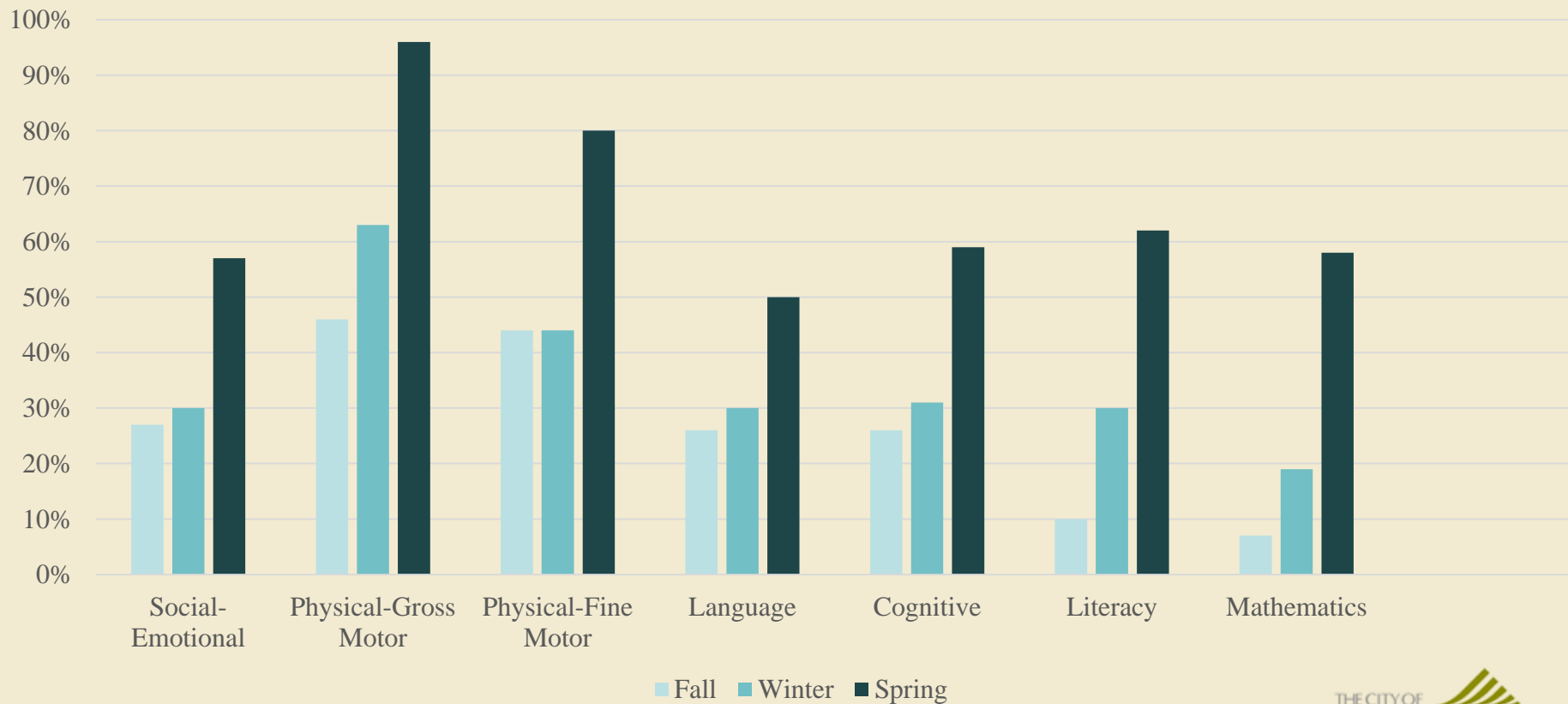
Percentage of children who meet or exceed developmental objectives



Head Start Child Outcomes

Ages 3-5 Years

Percentage of children who meet or exceed developmental objectives



Head Start/Early Head Start

Achievements

Two new grant applications awarded:

- Early Head Start - Child Care Partnership Grant – 40 slots with 2 child care partners
- State Pre-K Expansion Grant – Provides full day program for “at risk” 4-year olds (40 slots)

Eleven per cent of enrolled children had a Special Needs eligibility, exceeding the Office of Head Start 10% requirement.

At Orton Keyes Head Start, 46% of enrolled children are English Language Learners, with a primary language other than English.

Implemented Teaching Strategies Gold, a child assessment tool that will allow City of Rockford’s child outcome data to be part of a state-wide Head Start data reporting system.

Head Start/Early Head Start

Areas for Improvement

- Reach full staffing: Currently in process of filling 9 open positions, not including bus drivers.
- Improved the efficiency and quality of transportation services at all Head Start sites. Outsource proposal to begin in January 2016 is pending approval in City Council.
- Track cohort group of Head Start children through 3rd grade in Rockford Public Schools, beginning in 2015-2016. Results of Discovery Education Assessments in literacy and math will be reported at the end of 1st, 2nd and 3rd grades.
- Develop Single Point of Entry with Rockford Public Schools Early Childhood and other local early childhood agencies.
- Family Outcomes Assessment will allow better tracking of seven Family Outcomes, including housing, education, employment and family well being.
- Explore additional options for In-Kind in the community.

Rockford Police Department

PRESENTED BY:

Patrick Hoey – Assistant Deputy Chief

Reduce violent crime offenses by 10%.
Reduce property crime offenses by 15%.
Reduce graffiti incidents by 10%

Plan and construct Police Districts 1, 2, & 3

Add 10 dash cameras to squads.

Increase case management of Prisoner Reentry Program by 20%.

Establish Violent Crime Task Force Metrics for County-Wide Violent Crime Reduction

**Police Department
Key Strategic Initiatives
2015**

Rockford Police Department



CITYWIDE SCORECARD

October 8, 2015



Item	YTD 14	YTD 15	% Change
Group A Offenses	13,661	13,313	-2.55%
All Calls for Service	115,244	124,423	7.96%
Dispatched Calls for Service (Not Self-Initiated)	64,646	64,668	0.03%
Self-Initiated Calls for Service	13,051	9,231	-29.27%
Aggravated Battery/Shots Fired	364	444	21.98%
Robbery	317	358	12.93%
Burglary	1,264	1,038	-17.88%
Auto Theft	302	356	17.88%
Burglary to Motor Vehicle and Theft from Motor Vehicle	816	678	-16.91%
Traffic Accidents	3,922	4,143	5.63%
Traffic Fatalities (count of people)	10	9	-10.00%
Group A Incidents - % Domestic Related	20.2%	22.1%	9.41%
Total People Arrested	7,086	6,554	-7.51%
Parolees Arrested	397	326	-17.88%
Adult Probationers Arrested	602	582	-3.32%
Juvenile Probationers Arrested	133	123	-7.52%
# of Guns Seized	139	151	8.63%
# of People Arrested for Any Offense Involving a Firearm	172	180	4.65%

**N/C is "not calculable"

**Parole and probation arrests counted using the most recent monthly parole & probation lists.

**Probation and parole arrests include custodial (lodged in jail) and non-custodial (traffic citations/NTAs) arrests.

***# of people arrested for offenses involving firearms was obtained by using the "offense weapon code" where a gun or firearm was reported as used in that offense.

Excellence Everywhere



Rockford Police Department

Dashboard

GROUP A OFFENSES

	2014	2015	% Change	
City	13,661	13,313	-2.55%	↓
<i>Incidents</i>	<i>10,937</i>	<i>10,386</i>	<i>-5.04%</i>	↓
District 1	6,146	5,459	-11.18%	↓
District 2	4,477	4,802	7.26%	↑
District 3	2,992	3,031	1.30%	↑
Unknown	46	21	-54.35%	↓

VIOLENT CRIME

	2014	2015	% Change	
City	1,493	1,875	25.59%	↑
<i>Incidents</i>	<i>1,260</i>	<i>1,417</i>	<i>12.46%</i>	↑
District 1	797	900	12.92%	↑
District 2	511	719	40.70%	↑
District 3	180	251	39.44%	↑
Unknown	5	5	0.00%	

PROPERTY CRIME

	2014	2015	% Change	
City	4,834	4,256	-11.96%	↓
<i>Incidents</i>	<i>4,804</i>	<i>4,225</i>	<i>-12.05%</i>	↓
District 1	1,845	1,540	-16.53%	↓
District 2	1,484	1,365	-8.02%	↓
District 3	1,479	1,347	-8.92%	↓
Unknown	26	4	-84.62%	↓

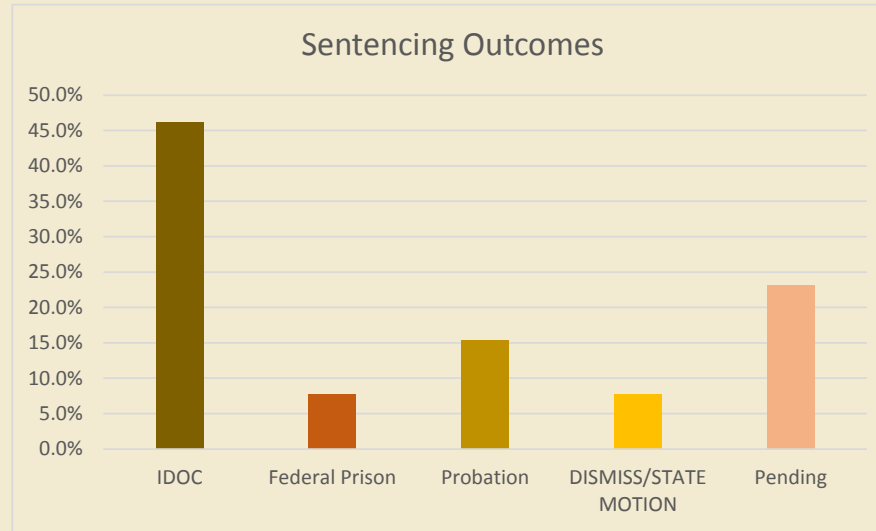
**Produced 10/5/15.

**All data obtained from BI report Group A Offenses Databox_ByDateRange_Area

**Prior to March 12, 2014, patrol area was not a required field in RMS. Please note, however, that "unknown" may still be a valid response if the location of an incident is not known.

Rockford Police Department

Rockford Area Violence Elimination Network (RAVEN) - Violent Crime Re-Offenders



LAST	FIRST	CHARGE	OUTCOME	LENGTH	Paroled for
BASSETT	LAMARCUS	ARMED ROBBERY	IDOC	32 Years	MURDER/MANSLAUGHTER
COLLINS	LACHARLES	AGG DOMESTIC BATTERY	DISMISSED/STATE'S MOTION		ROBBERY
DORENZO	TYRONE	AGG BATTERY DEADLY WEAPON	IDOC	6 Years	ROBBERY
JANSEN	NICHOLAS	AGG BATTERY	IDOC	2 Years	FEL POS/ALL UUW
JORDAN	JANAE	AGG ROBBERY	FEDERAL PRISON	Pending	AGG BATTERY
KING	JOHNTAVIS	ARMED ROBBERY	PENDING		ROBBERY
MALONE	DRAKAAR	RECKLESS HOMICIDE	IDOC	7.5 Years	ROBBERY
MCMAHON	BRANDON	AGG SEXUAL ASSAULT	IDOC	7.5 Years	ROBBERY
PARCHMAN	EDWARD	AGG BATTERY	PROBATION	2.5 Years	ROBBERY
PICKETT	TRONTE	MURDER	IDOC	20 Years	ROBBERY
REID	DENZEL	ARMED ROBBERY	PENDING		FEL POSS / ALL UUW
SIMS	ANDRE	AGG DOMESTIC BATTERY	PENDING		THEFT
YOUNG	VEAUNTA	ROBBERY	PROBATION	1 Year	FEL POS/ALL UUW

Re-offender arrests include only custodial arrests for which the offender was lodged in jail.

Violent crimes include Homicide, Criminal Sexual Assault, Robbery and Aggravated Assault and Battery.

Rockford Police Department

RAVEN / Parole Forum

- Call-in attended – 259
- Lutheran Social Services Case Management – 46
- Lutheran Social Services Opted Out of Case Management – 213
- Re-offended since call-in:
 - Case Managed – 21
 - One was arrested for a violent crime – Robbery (1)
 - Opted Out of Case Management – 91
 - Of those arrested, 12 were for violent crimes – Homicide (1), Reckless Homicide (1), Sexual Assault (1), Aggravated Battery (5), and Robbery (4)

Re-offender arrests include only custodial arrests for which the offender was lodged in jail.

Violent crimes include Homicide, Criminal Sexual Assault, Robbery and Aggravated Assault and Battery.

Rockford Police Department

RAVEN / Parole Forum

All Offenses by Type		
Felony	100	61%
Misdemeanor	65	39%
Total	165	100%

Non-Enrolled Charge Outcomes	Felony	Misdemeanor
Dismiss/States Motion	6	8
Pending-Dismissed/Superseded by In	21	1
Federal Bureau of Prisons	1	0
Jail	1	0
Illinois Department of Corrections	17	1
Judgment on Forfeiture	0	2
Fine	0	1
Nolle Prosequi	1	0
Probation	12	26
Pending	24	18
Totals	83	57

Enrolled Charge Outcomes	Felony	Misdemeanor
Dismiss/States Motion	0	1
Pending-Dismissed/Superseded by In	5	0
Federal Bureau of Prisons	0	0
Jail	0	0
Illinois Department of Corrections	0	0
Judgment on Forfeiture	0	1
Fine	0	0
Nolle Prosequi	0	0
Probation	1	1
Pending	11	5
Totals	17	8

Re-offender arrests include Felony and Misdemeanor Charges only.

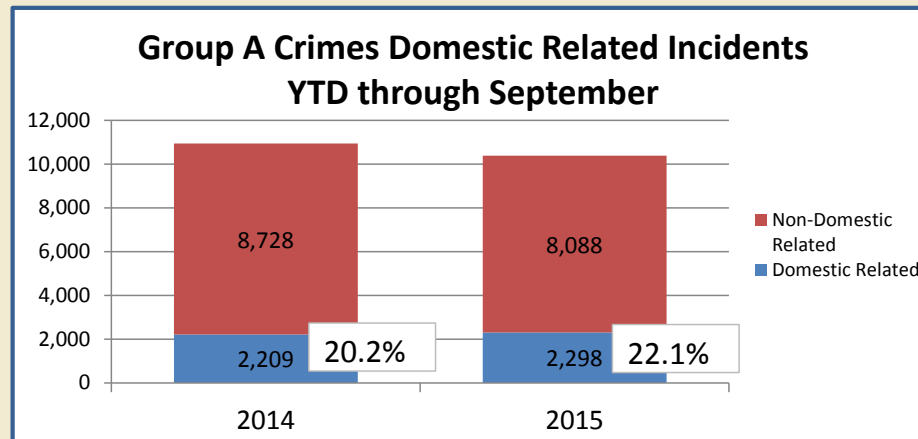
Rockford Police Department

Domestic Violence

	2014 YTD	2015 YTD	% Change
DOMESTIC RELATED INCIDENTS	3,304	3478	5.27%
DOMESTIC RELATED OFFENDERS ARRESTED ON SCENE	703	683	-2.84%
DOMESTIC RELATED FOLLOW UPS ASSIGNED	257	304	18.29%
WARRANTS FOR DOMESTIC RELATED SUSPECTS (FOLLOW UP)	250	268	7.20%
DOMESTIC RELATED REPEAT VICTIMS	95	147	54.74%
DOMESTIC RELATED REPEAT SUSPECTS	78	77	-1.28%
DOMESTIC RELATED REPEAT ARRESTEES	7	14	100.00%

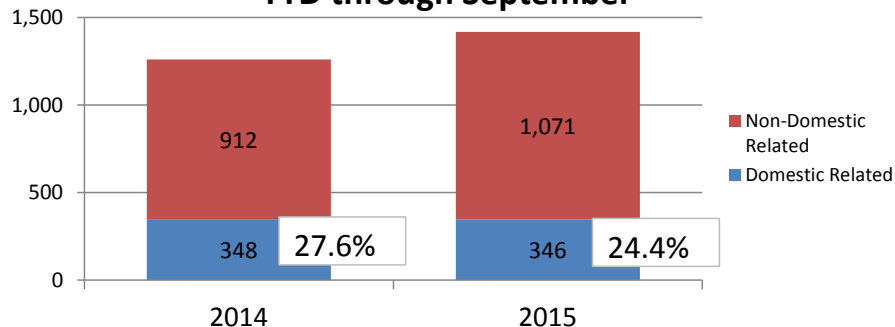
Rockford Police Department

% of Incidents which were Domestic Related



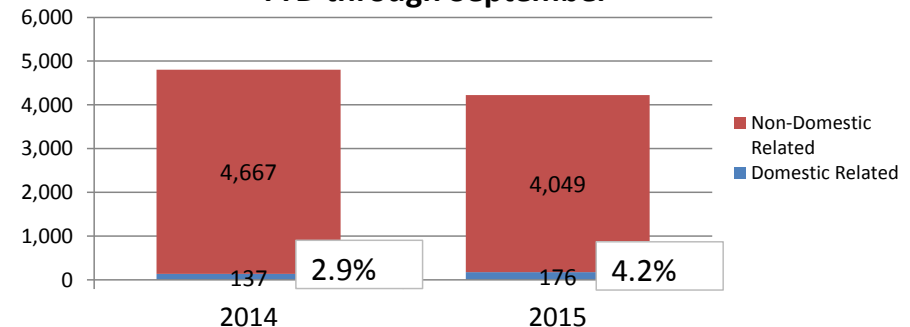
Violent Crimes Domestic Related Incidents

YTD through September



Property Crimes Domestic Related Incidents

YTD through September



Rockford Police Department

Arrestees on Probation and Parole - through September

Adult Probationer Arrests	2014 YTD	2015 YTD	% Change
Violent Crimes	23	25	8.7%
Property Crimes	66	42	-36.4%
Other Crimes	513	515	0.4%
All Crimes	602	582	-3.3%
% of Total Arrests	8.5%	9.0%	

Juvenile Probationer Arrests	2014 YTD	2015 YTD	% Change
Violent Crimes	12	13	8.3%
Property Crimes	20	12	-40.0%
Other Crimes	101	98	-3.0%
All Crimes	133	123	-7.5%
% of Total Arrests	1.9%	1.9%	

Parolee Arrests	2014 YTD	2015 YTD	% Change
Violent Crimes	21	20	-4.8%
Property Crimes	56	35	-37.5%
Other Crimes	320	271	-15.3%
All Crimes	397	326	-17.9%
% of Total Arrests	5.6%	5.1%	

Arrests include both custodial (lodged in jail) and non-custodial (traffic citations and notices to appear).

Rockford Police Department

Revell Strong Neighborhood House

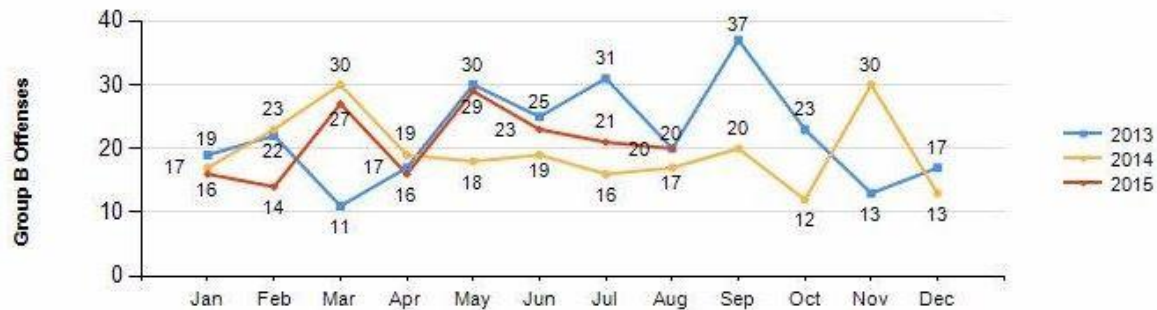
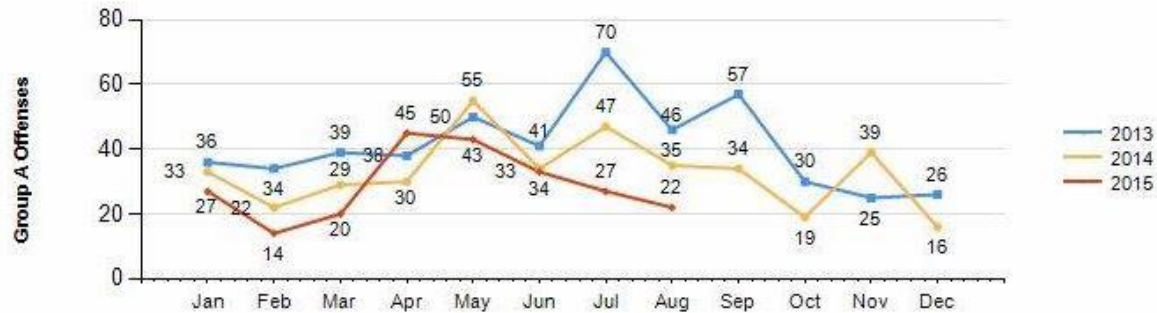
Community Group:

JACKSON OAKS

SubBeats:

139 140 141 142

12 Month Period



Rockford Police Department

Achievements

- Hired 8 new Officers (Sent to PTI), 7 Officers in Advanced Core Curriculum (Start FTO November 8).
- Medal of Valor awarded to Officer David Cerasa.
- Distinguished Service Medal awarded to Officers Erdal Kaya, Carl Bergstrom and Harley Wessner.
- Special Commendation awarded to Sergeant Duane Johnson, Officers Mathew Shelton, Nolan Walker, Joshua Carpenter, Jonathan Hedges, Christopher Boeke, Brandon Mather, Joshua Arthur, Matthew Warren, Shawn Toepfer, Jeremiah Cizerle and Telecommunicator Stephanie Buzzo.
- Crime Free Multi Housing Training for landlords: 50 landlords trained on Community Policing Through Environmental Design.
- ALICE (Alert, Lockdown, Inform, Counter, Evacuate) Training for Auburn H.S. Faculty & Staff.
- TASER training for supervisors and implementation.
- I'm back.

Rockford Police Department

Moving Forward

- Written Warnings
- Department Yearbook
- Scheduling Software
- Domestic Violence Lethality Department training in March 2016
- 4 Officer to solo patrol October 18th

Public Works Department

PRESENTED BY:

Mark Stockman-Street Superintendent

Tim Holdeman – Water Superintendent

- **Balanced infrastructure system inclusive of road, rail, parking, pedestrian and alternative modes of transportation**
- **Improved infrastructure & redevelopment to attract businesses to the City of Rockford**
- **Street maintenance program which provides commuters with clean, safe and well-maintained streets**
- **Operate and maintain the public water system in a manner that protects public health and enhances the community**
- **Maintain a stormwater management program that protects the public and the environment while enhancing the community**

**Public Works Department
Key Strategic Initiatives
2015**

STREET & TRANSPORTATION

PRESENTED BY:

Mark Stockman – Street & Transportation Superintendent

Street & Transportation Dashboard

		2015 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD Ave
Street Operations	Unresolved Pothole Requests	150	9	4	32	72	91	116	67	28	11	48
	Arterial Pothole Req. - % Completed ≤ 10 Days	90%	96%	97%	96%	100%	79%	78%	68%	74%	97%	87%
	Res. Pothole Req. - % Completed ≤ 30 Days	90%	100%	95%	99%	97%	100%	96%	85%	91%	95%	95%
	# Trees Trimmed	200	255	213	196	302	80	151	141	247	174	195
	# Trees Removed	120	87	57	187	171	209	178	112	93	113	134
	# Trees Planted	140				20	98	155	20	38	25	59
	Unresolved Forestry Prune or Removal Requests	150	17	59	33	57	92	70	114	150	140	81
	Unresolved Forestry Requests - Average Days Open	150	110	45	58	39	37	45	45	45	52	53
	Total Requests	600	381	494	611	950	590	682	779	650	544	631
	Total Unresolved Requests	300	74	112	122	189	288	283	289	277	226	207
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%				100%	100%	99%	100%	100%	100%	100%
	% Signals Repaired Compared to Reported	95%	99%	99%	100%	99%	99%	99%	99%	99%	100%	99%
	% Signals Replaced Compared to Reported	95%	100%	75%	100%	100%	100%	67%	100%	71%	100%	90%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	96%	94%	97%	93%	100%	100%	97%	94%	100%	97%
	% of City Street Light Outages Responded in ≤ 5 days	95%	93%	100%	100%	100%	100%	100%	100%	100%	100%	99%
	% Sign Repaired/Replace to Reported	95%	100%	40%	100%	100%	99%	100%	100%	67%	93%	89%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	99%	100%	100%	100%	100%	97%	90%	98%

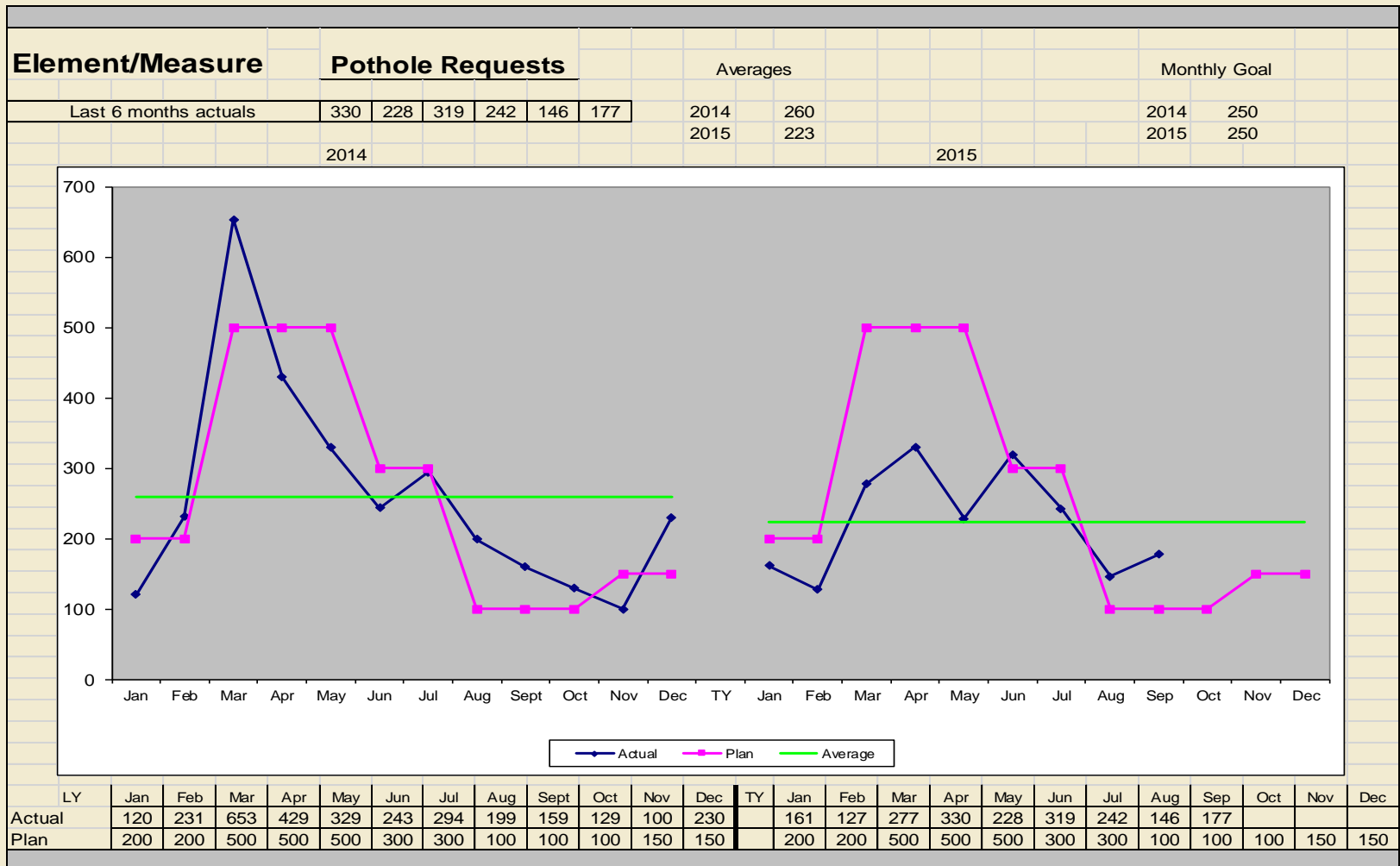
Street & Transportation

Dashboard – Previous Year Comparison

Street Operations	Unresolved Pothole Requests	150	149	11	↓ 93%
	Arterial Pothole Req. - % Completed < = 10 Days	90%	54%	97%	↑ 44%
	Res. Pothole Req. - % Completed < = 30 Days	90%	51%	95%	↑ 46%
	# Trees Trimmed	200	151	174	↑ 13%
	# Trees Removed	120	164	113	↓ 31%
	# Trees Planted	140	59	25	↓ 58%
	Unresolved Forestry Prune or Removal Requests	150	214	186	↓ 13%
	Unresolved Forestry Requests - Average Days Open	150	214	140	↓ 47%
	Total Requests	600	447	544	↑ 18%
	Total Open Requests	300	443	226	↓ 49%
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%	100%	100%	0%
	% Signals Repaired Compared to Reported	95%	99%	100%	↑ 0%
	% Signals Replaced Compared to Reported	95%	100%	100%	0%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	0%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	100%	0%
	% Sign Repaired/Replace to Reported	95%	50%	93%	↑ 46%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	97%	90%	↓ 7%

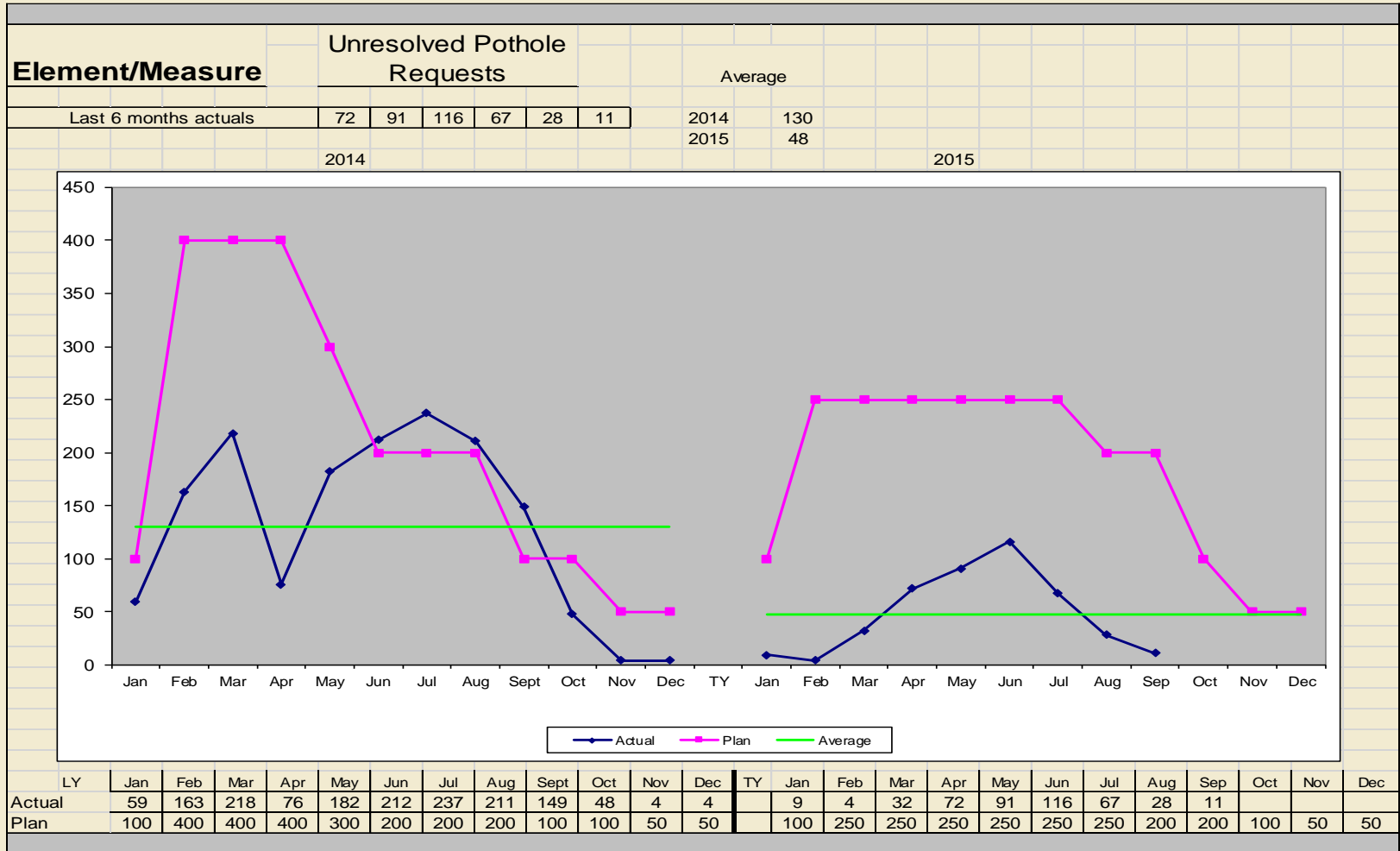
Street & Transportation

Pothole Requests



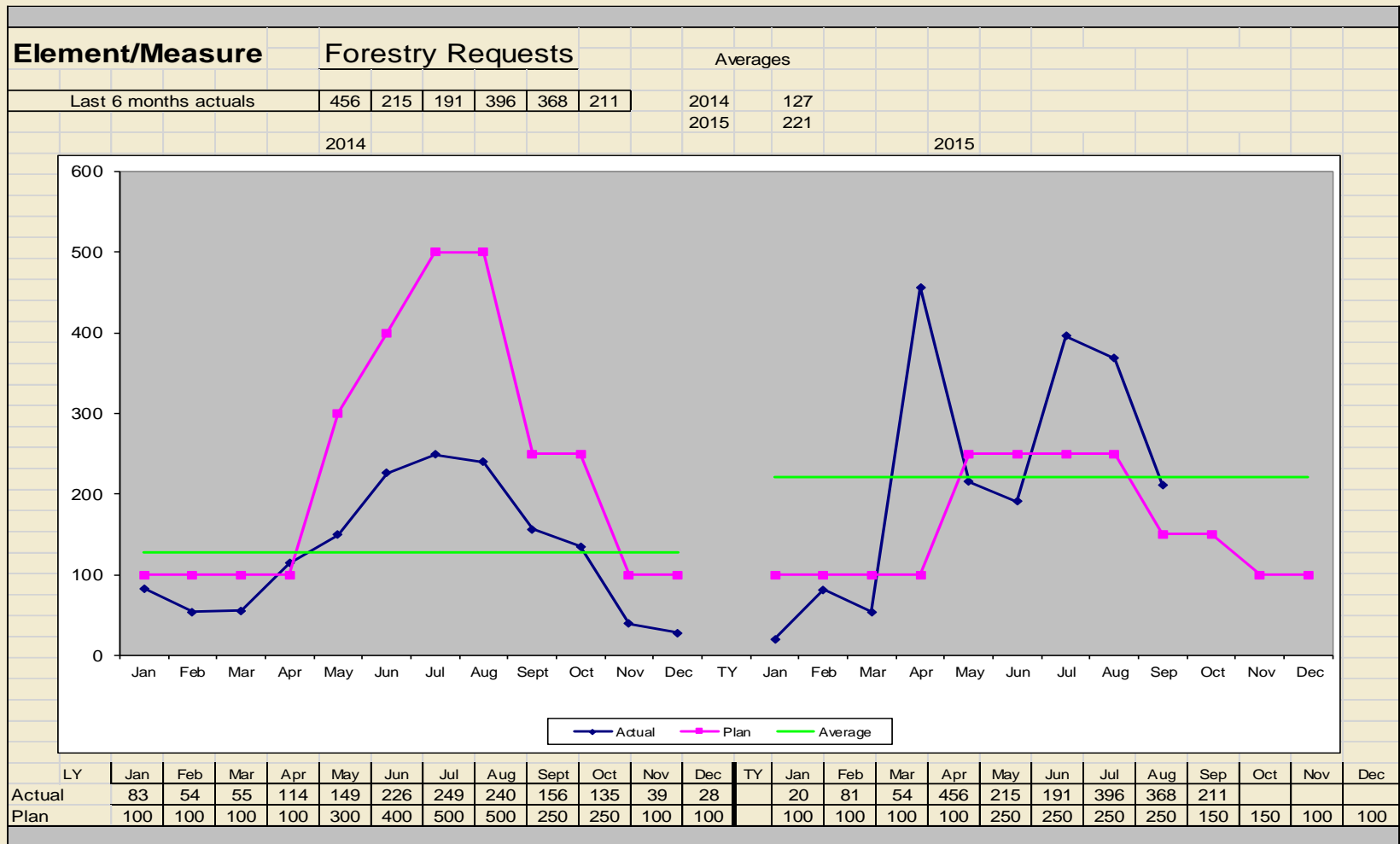
Street & Transportation

Unresolved Pothole Requests



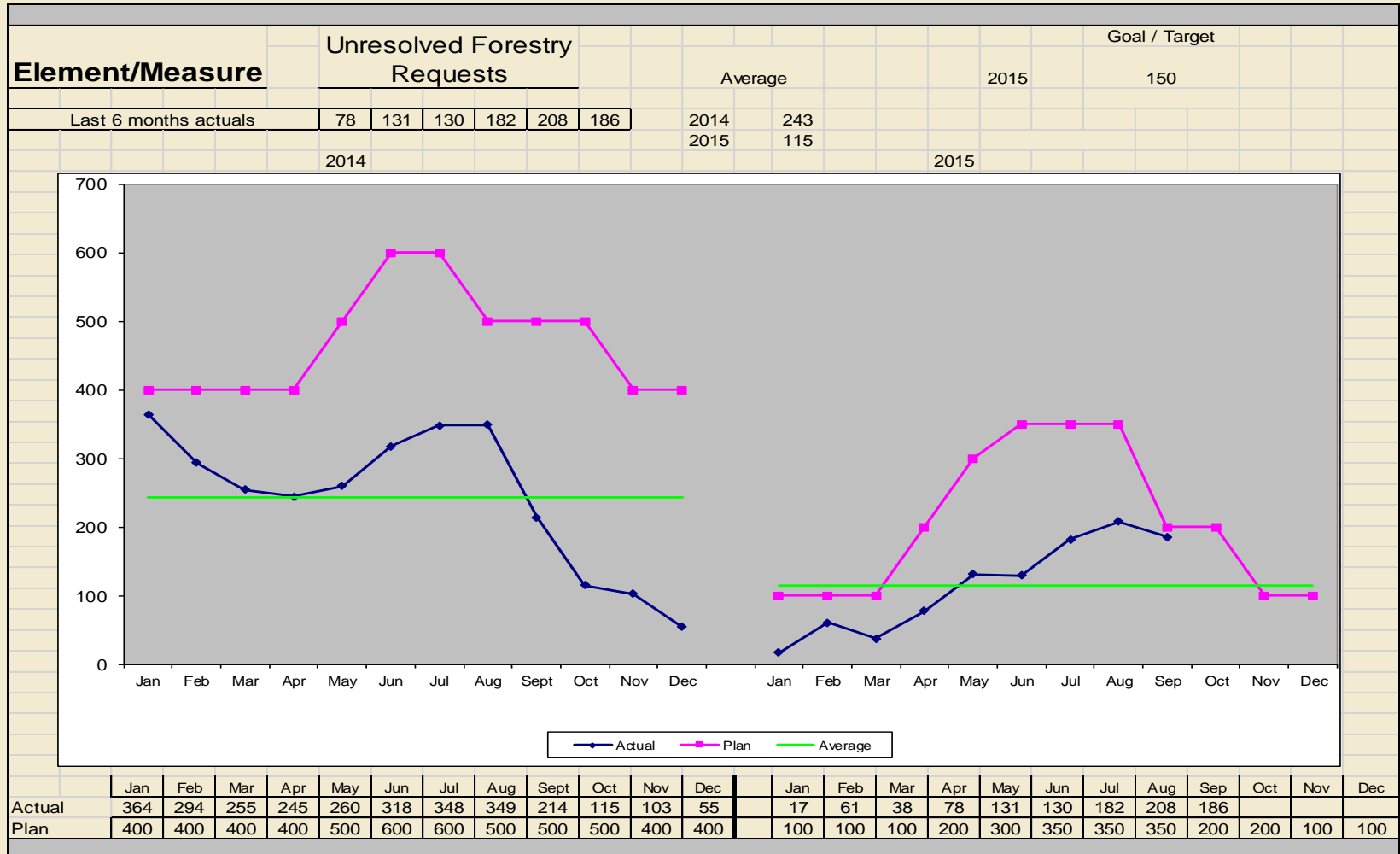
Street & Transportation

Total Forestry Requests



Street & Transportation

Unresolved Forestry Requests



Street & Transportation

Snow & Ice Preparations

- Vehicles & Equipment – Began in August
- Arterial route adjustments – In process
- Route Assignments – Mid October
- Driver training – Late October
- Meet with residential contractor – Early November
- Salt on hand – 9,000 tons
- Public communications – Press releases, website, media

Street & Transportation

Achievements

- Significant gains made in pothole patching
- Unresolved Forestry requests 52% less than previous year
- Began fall sweeping cycle
- Completed long line striping – currently working on crosswalks and parking lot striping
- Assisted neighborhood group with College/Seminary round-a-bout planting
- PSB / Central Garage consolidation to be completed by end of October

Street & Transportation

Areas for Improvement

- Citizen response to reforestation has been less than anticipated
- Private ash trees are rapidly becoming a threat to city ROW – will need to canvas entire city prior to winter
- Did not meet benchmark for signal bulb outages
- S. Main detour is hampering completion of two projects

Water Division

PRESENTED BY:

Tim Holdeman - Water Superintendent

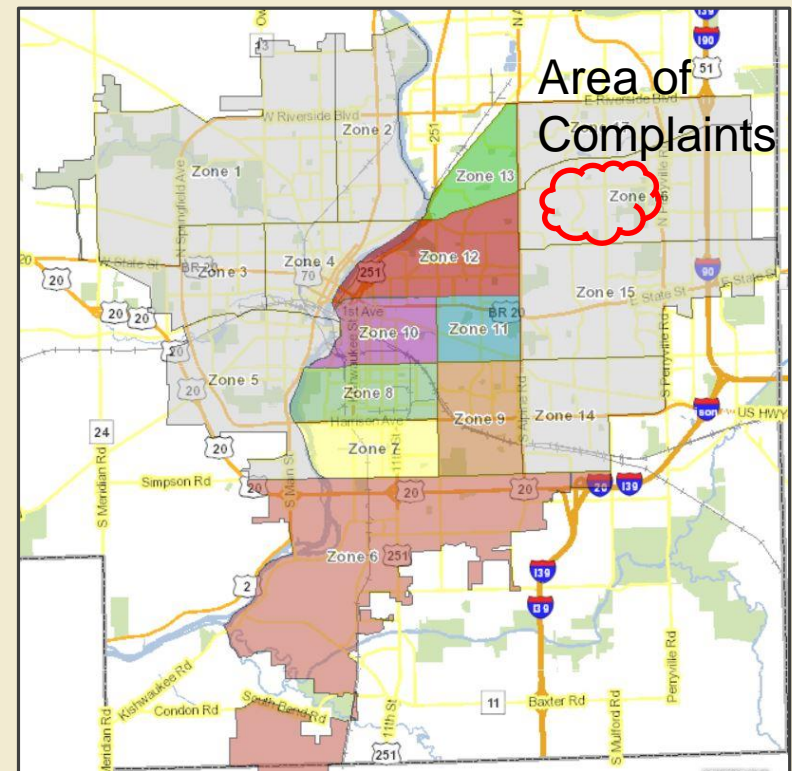
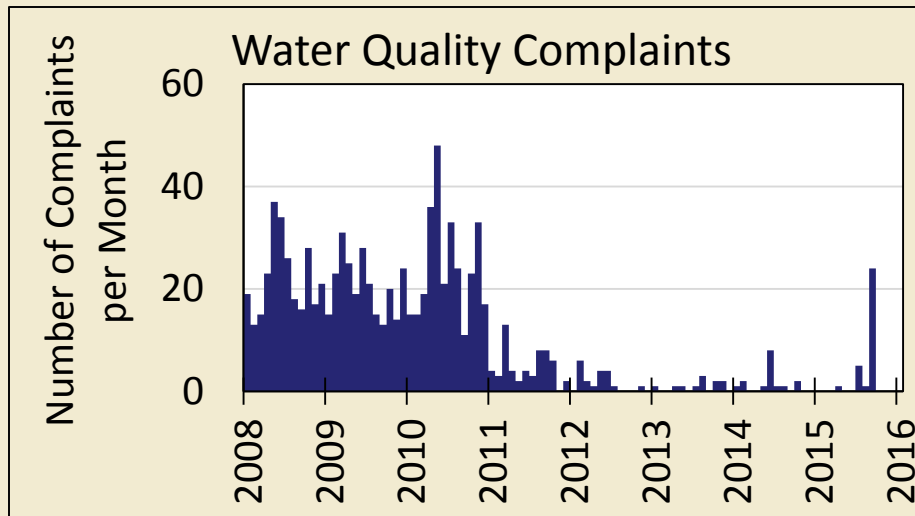
Water Division

Scorecard

Monthly Performance				Apr	May	Jun	Jul	Aug	Sep
2015									
Water Operations	Distribution	Emergency Repair Time (hours)	2	1.8	0.8	1.2	1.3	1	1.4
		% of Total Repairs That Are Planned	80%	83%	81%	88%	73%	78%	79%
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	24	20	14	16	12	63
		# of Winter Backlog Jobs	130						
		Water Main Flushed (mi)	20		46	45	53	1	10
	Customer Service	Average # of Days to Correct Meter Problem	30	28	27	37	24	36	23
		Total Service Orders Returned "Not Completed"	100	66	66	135	63	60	81
		Priority Service Orders "Not Completed" (Avg.)	25	19	18	24	17	23	16
	Production	% Meeting Demand for Water Pumped	110%	165%	104%	95%	107%	110%	93%
		Service Pressure Excursions	50	40	44	39	30	36	7
		% of Total Maintenance Hrs Available	70%	80%	83%	71%	62%	63%	64%
		# of Water Quality Complaints	3	1	0	0	5	1	24
		% of Total Production from Rehabed Wells	80%	88%	89%	85%	83%	80%	81%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	4.5%	3.9%	3.7%	3.7%	3.6%	3.6%
		Operating Revenue, % of Plan	95%	96%	109%	106%	98%	99%	93%
		Number of New Water Connections	8	1	7	7	4	5	2

Water Division

Water Quality Complaints



	April	May	June	July	Aug	Sept	Oct	Nov
Hydrant Flushing								
Fireflow Testing								
Hydrant PM								
Hydrant Repair								
Leak Detection								
Valve Turning								

Water Division

Leak Detection Pilot Program

Preliminary Results

Cost: \$19,000

100 Miles Surveyed (NW Rockford)

12 Work days

37 Leaks Identified

1 Major Leak – 30 gallon per minute (gpm)

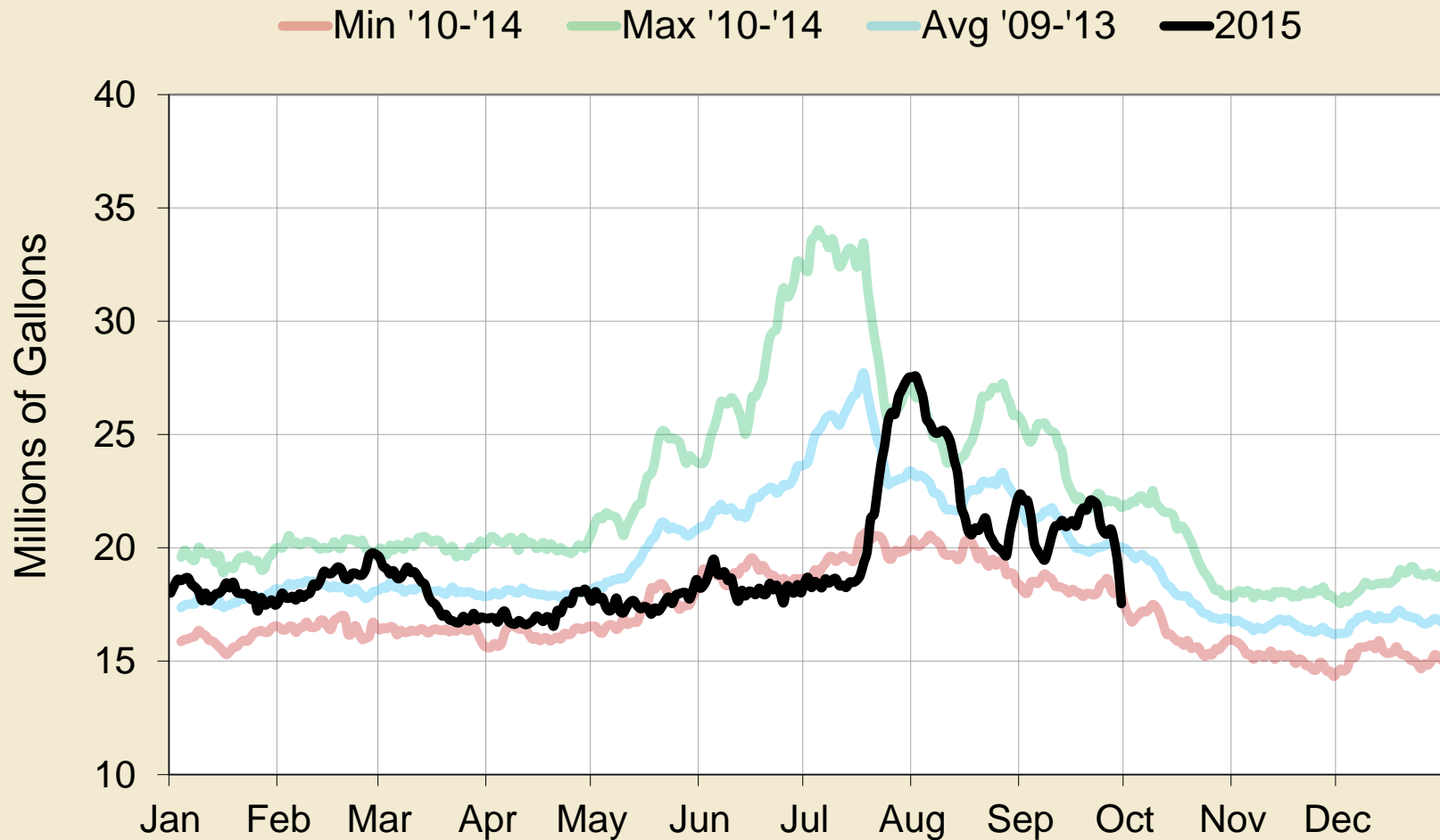
30 gpm = 15.7 million gallons per year

Cost of chemicals and electricity, \$4,700



Water Division

Water Production



Water Division

Water Pipe Replacement Program / Water Rate Increase

Schedule Update

	May	Jun	Jul	Aug	Sep	Oct	Nov
Establish Objectives	←→	✓					
Revenue Requirements	←→						
Cost of Service Study	←→						
Water Rate Workshop			■				
Select Revenue Option			✓				
Develop Rate Options	←→		✓				
Community Input Sessions				←→	↓ ↓ ↓ ↓	✓	
Referral to F & P 11/2						■	
F & P Committee 11/9						■	
City Council Vote 11/16							★

Water Division

Achievements

- Excellent Quality, Sufficient Supply, and Stable Pressure
- Leak Detection Pilot Program
- Respiratory (Chlorine) Safety Program
- Well 34 Chlorine Leak (Rockford FD Haz-Mat Response)
- Water Pipe Replacement Program - Community Input Sessions

Water Division

Areas for Improvement

- Trench Excavation Safety
- Water Quality Incident Response
- Final Approval of New Water Rate Structure

Thank You!